TCI
<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	3			
2. The new system was integrated well with my existing systems with no major conflicts.	2			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	3			
8. System change orders were promptly implemented and reasonably priced.	3			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	3			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	2			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by _____.	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____'s system implementation is:

1 System installed works well for us.

2

The most negative thing I can say about _____'s system implementation is:

1 The system did not fit well w/ exisiting equipment
2 but that was worked out.

Jim Creighton, Glynn Co. - Georgia 25

2

TCI
<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	2			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4. _____ helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by _____ met all of my organization's expectations.	4			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____ .	3			
8. System change orders were promptly implemented and reasonably priced.	4			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	4			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	4			
13. On-going maintenance costs were identical to the prices originally bid by _____ .	4			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____'s system implementation is:

1 The equipment works great for our needs

2

The most negative thing I can say about _____'s system implementation is:

1 Some minor bugs, but were corrected.

2

Larry Wright - Talladega County, AL   25

2

CML

\<Vendor Name Here\>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	3.5			
2. The new system was integrated well with my existing systems with no major conflicts.	3			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4. _____ helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	3			
8. System change orders were promptly implemented and reasonably priced.	3			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	3			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by _____.	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3.5			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____'s system implementation is:

1 The are out of the box thinkers - move from
2 Saved money for local Govt.
3. Very User friendly.

The most negative thing I can say about _____'s system implementation is:

1 French to English translation on written user manuals
2 were very poorly tranlated. This problem was fixed

25

Saralyn Hayes Mid American Regional System

2

CmL/AK Associates
<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	4			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4+			
4. _____ helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by _____ met all of my organization's expectations.	4			
6. System users are generally satisfied with the new system's functionality and performance.	4			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	4			
8. System change orders were promptly implemented and reasonably priced.	4			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	4			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	4			
13. On-going maintenance costs were identical to the prices originally bid by _____.	4			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	4			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____'s system implementation is:

1 Backroom equipment is the best.
2 People with CML are very professional & through.

The most negative thing I can say about _____'s system implementation is:

1 "Tough to come up with a negative statement!"
2

25

Raymond Labelle Rhode Island State PSAP
over a million calls handled yearly.   2

CML
<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	4			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4. _____ helped in solving problems encountered during the implementation of the new system.	4			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	4			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	4			
8. System change orders were promptly implemented and reasonably priced.	4			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	4			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	4			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	4			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	N/A	None needed to date		
13. On-going maintenance costs were identical to the prices originally bid by _____.	SPRINT Does Maint			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	4			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about CML 's system implementation is:
1 Willingness to support and standby equipment in dealing
2 with any problems.

The most negative thing I can say about _____ 's system implementation is:
1 "Can't say anything negative about CML."
2

25

Georgia Baggett - Okaloosa Co. Florida

2

Sprint/Positron
<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	4			
2. The new system was integrated well with my existing systems with no major conflicts.	4			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	4			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	3			
8. System change orders were promptly implemented and reasonably priced.	2			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	2			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	3			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	4			
13. On-going maintenance costs were identical to the prices originally bid by _____.	4			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____'s system implementation is:

1 Time Line was meet.
2 Look of the Communications Center is great

The most negative thing I can say about _____'s system implementation is:

1 Sprint maint. issues very trying at times.
2 difficulty resolving mapping issues.

25

Marie Kenum   Sumter County Florida,

Sprint / Positron
\<Vendor Name Here\>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	3			
2. The new system was integrated well with my existing systems with no major conflicts.	1			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	2			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	3			
8. System change orders were promptly implemented and reasonably priced.	1			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	1			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	1			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by _____.	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	2			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____'s system implementation is:

1

2

The most negative thing I can say about _____'s system implementation is:

1 Lack of experienced tech's from Sprint working on System.

2

25

Sandy Mercer - Polk County Florida

2

on County CPE

Page 2.

Sprint / Positron

<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	2			
2. The new system was integrated well with my existing systems with no major conflicts.	1			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	2			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	2			
6. System users are generally satisfied with the new system's functionality and performance.	1			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	1			
8. System change orders were promptly implemented and reasonably priced.	1			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	3			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	2			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by	1			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	2			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____'s system implementation is:

1. "My only Option"
2.

The most negative thing I can say about _____'s system implementation is:

1. "No Personal Contract w/ Sprint."
2. "Feels like I get the run around constantly." 25

Christine Daniels - Jackson Co. Florida

2

Sprint / Positron

<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	3			
2. The new system was integrated well with my existing systems with no major conflicts.	3			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
4. _____ helped in solving problems encountered during the implementation of the new system.	2			
5. The system installed by _____ met all of my organization's expectations.	3			
6. System users are generally satisfied with the new system's functionality and performance.	3			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____ .	1			
8. System change orders were promptly implemented and reasonably priced.	3			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	3			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	2			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	0			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	0			
13. On-going maintenance costs were identical to the prices originally bid by _____ .	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	3			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____ 's system implementation is:

1 meet schedule w/ equipment.
2 Positron is great, any problems w/ equip I call positron direct.

The most negative thing I can say about _____ 's system implementation is:

1 maintenacie provided by Sprint.
2

25

Frank Kirk Seminole County Florida

2

Sprint / Position
<Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.	2			
2. The new system was integrated well with my existing systems with no major conflicts.	*Built from Ground up*			
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.	3			
4. _____ helped in solving problems encountered during the implementation of the new system.	3			
5. The system installed by _____ met all of my organization's expectations.	1			
6. System users are generally satisfied with the new system's functionality and performance.	1			
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.	0			
8. System change orders were promptly implemented and reasonably priced.	2			
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.	0			
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.	0			
11. Software bug corrections were provided in a timely manner and solved the identified problems.	2			
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.	2			
13. On-going maintenance costs were identical to the prices originally bid by	3			
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.	1			

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about _____'s system implementation is:

1 "Nothing Positive to Say."
2

The most negative thing I can say about _____'s system implementation is:

1 Sprint installed System and basically disappeared.
2

Juan Botino   Madison County Florida 25
Currently in Neg   w/ CMLIAK

2